

Nov 2018

Grievance Redressal Policy

1. Introduction

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are a part of the business life in any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also retain the existing ones. The Bank aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. This review mechanism helps in identifying the shortcomings in product feature and service delivery. Our Bank has come up with a lot of initiatives that are oriented to providing a better customer service and a better customer redressal mechanism.

The bank's policy, on grievance redressal has been formulated taking into account the following:

- The Bank will handle all complaints efficiently, fairly and in a time bound manner
- Customers are treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- Customers are fully informed about the avenues to escalate their complaints/ grievances within the organization and their rights to alternate remedy, if they are not fully satisfied with the response of the bank to their complaints
- All complaints are dealt efficiently and fairly
- The bank employees work in good faith and without prejudice to the interests of the customer

In order to make the bank's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulation. The grievance redressal policy is available on website and at all branches. All the employees are aware of the Complaint Handling process.

The customer has full right to register his/her complaint if he/she is not satisfied with the services provided by the Bank or its service providers. Customer can give their complaint in writing or over telephone or Bank website or through Internet Banking facility. In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution

provided by the bank, the customer can approach the Banking Ombudsman or other available legal avenues with their complaint for grievance redressal.

2. Internal Machinery to monitor and review Customer services/ grievances

Customers who wish to provide feedback or send in their complaint may use the following channels available with the Bank:

- Call our Phone Banking Help lines
- Email us at customer.care@sc.com or write to us at the below mentioned address:

**Standard Chartered Bank
Customer Care Unit
19, Rajaji Salai
Chennai 600 001**

- Avail 24 hours Service Assurance facility by sending SMS to our dedicated service number: 9980033333 (except National Holidays)

“May I Help You” desks are available at all our branches. Customers can also approach our Service Managers at the designated desks.

Internet Banking by visiting the Bank’s website (www.sc.com/in)

In case the responses received through the above channels are not satisfactory, they can write to Head.Service@sc.com . We assure a response received through this channel within 5 working days.

The information on the help line numbers and the redressal mechanism mentioned above are available in all our branches. Further, this has also been put up in our website and can be accessed through the following link:

<https://www.sc.com/in/help-centre/complaints.html>

The Bank also has dedicated monthly forums to discuss and analyze the causes for the complaint numbers, the complaint resolution process and to discuss the progress and the action plans on the same. These detailed discussions of progress and action plans involve different levels of hierarchy that ensure a wide audience and the percolation of information to all the frontline units.

2.1. Appointment of Internal Ombudsman:

In line with the RBI recommendation, the Bank has incorporated the role of an Internal Ombudsman, who is an independent authority to review the Grievance raised by the customers. The Internal Ombudsman will share an independent view and be a part of Bank’s

Grievance Redressal mechanism. The decision taken by the Internal Ombudsman will be binding on the Bank

2.2. Customer Service Committee of the Board:

The committee comprises of senior officers of the Bank responsible for examining any issues of the customers. The Committee examines any other issues having a bearing on quality of customer service rendered. This committee also reviews the functioning of Standard Committee on Customer Service. The Committee is responsible for the following functions.

- To formulate the deposit policy incorporating the issues such as a treatment of a depositor for operations of his account.
- To formulate the product approval process
- Annual customer satisfaction survey and tri-ennial audit of such services
- To look and decide on policy matters pertaining to customer service
- To issue guidelines to the Standing Committee on matters relating to customers
- To seek and obtain feedback from the standing committee on areas pertaining to customer service in terms of trends of complaints, service issues etc.
- Review and suggest a way forward on the reports put up by the Standing Committee pertaining to complaint cases of delays in dealing with the deceased accounts etc.
- To have an oversight over the implementation of RBI's circulars on the customer service issues
- To look at all awards given by the Banking Ombudsman and to address issues of system deficiencies brought by the awards. Also, to look at reasons for awards which have remained unimplemented for more than 3 months if any.

2.3. Standing Committee on Customer Service:

The Standing Committee on Customer Service is chaired by the Head of Service of the Bank. besides two to three senior executives of the bank, the committee also invites two to three eminent non- executives drawn from the public as members. The committee is responsible for The following functions:

- Evaluate feedback on quality of customer service received from various quarters. The committee would also review comments/ feedbacks/complaints on customer service and implementation of commitments in the Code of Bank's Commitment to Customers
- The committee is responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the committee would obtain necessary feedback from regional managers/ functional heads
- The committee also considers unresolved complaints/grievances referred to it by functional heads responsible for redressal and offers their advice in return
- The committee submits a report on its performance to the customer service committee of the Board at quarterly intervals

2.4. Branch Level Customer Service:

The Bank has a Branch Level Customer Service Committee which is headed by the Branch Manager. The committee meets atleast once a month to study complaints/suggestions, cases of delay, difficulties faced/reported by customers/members of the committee and evolve ways and means of improving customer service

The committee acts as a forum to enable customers meet and interact with the senior officials of the Bank with the following objectives:

- Collect feedback on services provided by the Bank
- Reduce information gap between customers and Bank
- Build trust amongst customers

The Branch level committees submits quarterly reports giving inputs/suggestion to the Standing Committee on Customer Service enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy/procedural action.

2.5. Nodal officers to handle complaints and Grievances:

The Bank has appointed Nodal officers to handle complaints escalated to them. The Name, Region and the Email address to reach the Regional Nodal Officers and the Principal Nodal Officer for Consumer Banking is provided below

Regional Nodal Officers			
Sr. No	Nodal Officer Names	Region	Email ID
1	Mr. Rohit Moudgil	Ahmedabad	Nodal.officer@sc.com
2	Mr. Harsh Sehgal	Bangalore	
3	Mr. Vikas Kapoor	Bhopal	
4	Mr. Chinmaya Kumar Biswal	Bhubaneshwar	
5	Mr. Abhishek Bansal	Chandigarh and Jammu	
6	Ms. Janani Sriram	Chennai	
7	Mr. Debashis Dasgupta	Guwahati	
8	Mr. Varun Wason	Dehradun	
9	Mr. I P Anand Rao	Hyderabad	
10	Mr. Abhishek Purohit	Jaipur	
11	Mr. Vikas Mohan	Kanpur	
12	Mr. Soumen Bose	Kolkata	
13	Ms. Jigna Chandarana	Mumbai	
14	Mr. Anand Prakash	New Delhi	

15	Mr. Subhbrata Chakraborty	Patna and Ranchi	
16	Mr. Padmakumar Vellakyt	Thiruvanthapuram	

Mr. Arun Kumar
Principal Nodal Officer
Standard Chartered Bank
Customer Care Unit
19, Rajaji Salai
Chennai 600 001
Email ID: Principal.NodalOfficer@sc.com
Contact No: 080 42896718/ 080 28089025

The name and the contact details of the Senior officials of the Bank are as follows :-

Senior Management Contact Details			
Name	Designation	Postal Address for sending letters	Contact number for escalation
Mr. Jinesh Shah	Head, Product and Segment, Retail Banking, India	Standard Chartered Bank,19, Rajaji Salai, Chennai – 600001	080-42896711 / 080-28089016
Mr. Nakul Jain	Head, Client Relationships, India	Standard Chartered Bank,19, Rajaji Salai, Chennai – 600001	080-42896729 / 080-66696711
Mr. Vinod Baptist	Head, Client Experience Process and Governance, India	Standard Chartered Bank,19, Rajaji Salai, Chennai – 600001	080-42896730 / 080-66696712
Mr. Shyamal Saxena	Head, Retail Banking, India	Standard Chartered Bank,19, Rajaji Salai, Chennai – 600001	080-42896712 / 080-28089017
Mr. Manish Jain	Head, Commercial Clients (SME & ME Clients), India	Standard Chartered Bank,19, Rajaji Salai, Chennai - 600001	080-42896713 / 080-28089018
Mr. Nitin Singh	Head, Wealth Management, India	Standard Chartered Bank,19, Rajaji Salai, Chennai - 600001	<u>080-42896714 / 080-28089019</u>
Mr. Aman Rajoria	Head, Private Banking, India	Standard Chartered Bank,19, Rajaji Salai, Chennai - 600001	080-42896715 / 080-28089020
Mr. Nitin Chengappa	Head, Non Resident Indian Business	Standard Chartered Bank,19, Rajaji Salai, Chennai - 600001	080-42896716 / 080-28089021

Mrs. Zarin Daruwala	Chief Executive Officer, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600001	022-39400123 / 022-66029549
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Monday to Friday – 9.30am to 6.30pm (except on weekends and national holidays)

The name and the contact details of the Nodal officers (**Corporate and Institutional & Commercial Banking Nodal Officers**) of the Bank are as follows:

Corporate and Institutional & Commercial Banking Nodal Officers			
Sr. No	Contact Number	Officer Number	Designation
1	+91 22 61157408	Mrs. Bakhtavar Khambatta	Principal Nodal Officer
2	+91 22 61157412	Ms. Shyamala Borkar	Head Client Services Group ,India
3	+91 22 61158786	Mr. Zuzar Tinwalla	Chief Information Officer, India
4	+91 22 61157852	Mr. Bharat Padmanabhan	Regional Head, Global Banking, ASA
5	+91 22 61158812	Mr. Gopikrishnan MS	MD, Head, Macro Trading, SA and Head FM, India
6	+91 22 39400123 +91 22 66029549	Mrs. Zarin Daruwala	Chief Executive Officer, India

Monday to Friday – 9.30am to 6.30pm (except on national holidays)

The Nodal officer before communicating his decision/ or partial relief, will be referred to the Internal Ombudsman of the bank for his final view. If the customer is still not satisfied he can approach the Banking Ombudsman or other available legal avenues with their complaint for grievance redressal.

3. Write to Us for Corporate and Institutional & Commercial Banking related concerns:

At Standard Chartered Bank, Client Services Group, CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club, Bandra-Kurla Complex, Bandra (East), Mumbai 400051.

If you are not satisfied with the response that you have received, you can contact Mrs. Bakhtavar Khambatta, Principal Nodal Officer at the below postal address:

The Principal Nodal Officer (Corporate and Institutional & Commercial Banking)
Standard Chartered Bank
Client Services Group
CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club,
Bandra-Kurla Complex, Bandra (East), Mumbai 400051.
Email Address: Straight2bank.In@sc.com
Contact Number: +91 22 261157408

You may also contact Ms. Shyamala Borkar, Head Client Services Group, India at the below postal address:

Standard Chartered Bank
Client Services Group
CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club,
Bandra-Kurla Complex, Bandra (East), Mumbai 400051.
Email Address: Straight2bank.In@sc.com

If you are still not satisfied with the response or if you have not received a response from the bank within a month, you can file your complaint before the Banking Ombudsman. For more details on Banking Ombudsman Scheme, request you to visit www.bankingombudsman.rbi.org.in

4. Mandatory display requirements:

Our Bank has the following in all our branches,

- Appropriate arrangements for receiving complaints and suggestions
- Display of the name, address and contact number of the Principal Nodal Officer and the Nodal officer(s)
- Contact details of the Banking Ombudsman of the area
- Code of the bank's commitment to customers/ Fair practice code

5. Resolution of Grievances:

The customers can highlight their complaints / issues with our Bank vide the channels mentioned above in the policy. The officer in the concerned unit with whom the customer has raised the issue is responsible for the resolution of complaints/grievances.

The Branch Managers can also be contacted by the customers for lodging their complaints. The officers of the complaints redressal unit will ensure closure of all complaints to the customer's satisfaction and if the customer is not satisfied, then he will be provided with alternate avenues to escalate the issues

They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavor is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

6. Timeframe:

To register complaints, the customers may use any of the channels mentioned above (refer point 2 on Internal Machinery to handle the customer complaints). If the complaint has been received in writing, the bank will endeavor to send an acknowledgement / response within a

week. Once the matter is examined, the Bank endeavors to either send a final response to the customer or an intimation seeking more time within 30 days upon receipt of complaint.

In case the customer is not satisfied with the response received within the prescribed TAT, then he /she can write to: Head.Service@sc.com . In case the customer is not satisfied with the response received within the prescribed TAT then he can/ she write to Mr. Arun Kumar – Principal Nodal Officer, Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001. Email at: Principal.NodalOfficer@sc.com. The complaint will be responded within 5 working days

In case the customer is still not satisfied with the response or has not received a response from the bank within a month, then the customer can file a complaint before the Banking Ombudsman. More details on the banking Ombudsman Scheme will be available at www.bankingombudsman.rbi.org.in

Complaints that are received at our end will be seen in the right perspective and would be analyzed from all possible angles.

The communication of bank stance on any issue will be provided to the customers. Complaints that require sometime for examination of issues involved will be acknowledged promptly.

The aforesaid policy will be revised as and when there are any new changes incorporated by the Bank in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any. Further, the policy will be reviewed every two years during the first quarter of the respective year and would also be reviewed in interim in the event of any revisions / amendments in the BCSBI code and Model Policy from IBA.

7. Interaction with customers:

The bank, through various questionnaires / meetings / surveys obtains the customer's feedback / suggestions for improvement in customer service.

8. Sensitizing operating staff on handling complaints:

All the staffs of the Bank are educated on our Complaint Redressal Mechanism. We are confident that with an open mind and a smile on the face we should be able to win the customer's confidence. The Nodal officer ensures that the internal machinery for handling complaints/ grievances operates smoothly and efficiently